Miss Adams appointed associate director of NEDH

Miss Ellen Adams, assistant director for nine years, was appointed associate director of the hospital on January 18 by the NEDH Executive Committee of the Board of Trustees. Effective immediately, Miss Adams' new position places her in charge of the Deaconess Hospital's day-to-day activities in the absence of Director Richard E. Lee. In addition, she is administratively responsible for booking, the chaplain services, the dental clinic, E.E.G., the Gilbert Horrax Medical Library and the employees' and patients' library, night administration, pharmacy and intravenous therapy, social service and volunteers.

During the past two years, Miss Adams has worked closely on interior decorations of the Central building with the architect and the decorator consultant. Now that decorations are complete in Central, she will channel most of her interior decorating efforts to the Deaconess building.

Another project under Miss Adams' supervision is the Deaconess-2 ambulatory service department. She is the administration's liaison with Dr. John B. McKittrick, chairman of the ambulatory services department, and Mr. Paul Babcock, manager. This involves planning, determining policies and procedures, and staffing for the new department.

Miss Adams joined the Deaconess' employ in June 1944 as the hospital's first personnel director. Knowledgeable efficiency and perseverance helped her build the foundation of today's personnel department. She evaluated all jobs within the hospital, centralized employee recruitment, recommended personnel policies and established wage and salary administration.

In 1963, Miss Adams was named assistant director of the Deaconess, but she maintained the duties of personnel director until 1965. At that time, she was asked to devote all of her time to her responsibilities as assistant director in charge of administrative services.

A French major, Miss Adams received her bachelor of arts degree from Oberlin College, Ohio, in 1936. She then completed the one-year secretarial course at Katharine Gibbs, Boston, before venturing into the working world. After five years as a secretary in Boston and Cleveland, Miss Adams decided to further her education. She completed the Harvard-Radcliffe Program in Business Administration in 1943 and worked a year as a research assistant in job evaluation at the University of Rhode Island's School of Business Administration before coming to the Deaconess Hospital.

Miss Adams is a past president of the Massachusetts Hospital Personnel Director's Association and the Women's Personnel Club of Boston and serves on the Advisory Committee of the Career Service Bureau at the Women's Educational and Industrial Union. She retains membership in these organizations and in the American Hospital Association, the American Society of Hospital Personnel Directors, the Massachusetts Hospital Association and the Health Care Management Associations of Massachusetts.

Miss Ellen Adams

New England Deaconess Hospital
Boston, Massachusetts

pulse

VOLUME 25 — NUMBER 4 JANUARY 1972

Executive Committee appoints two assistant directors

Two new assistant directors of the Deaconess Hospital were appointed at the January 18 meeting of the NEDH Executive Committee of the Board of Trustees. Mr. Peter P. Campisano, administrative assistant, and Mr. Robert Pence, research business manager, were promoted from their respective positions after Mr. Theodore F. Koch, assistant director of fiscal services, announced his plans to retire in July 1972.

With the exception of the controller, who will report to Director Richard E. Lee, all areas of hospital administration under Mr. Koch's jurisdiction will become the responsibilities of Mr. Campisano and Mr. Pence.

As administrative assistant, Mr. Campisano was in charge of dietetics, administrative services and security. After Mr. Koch's July retirement, Mr. Campisano will also be responsible for housekeeping, laundry and grounds, medical records, patient service and purchasing.

Mr. Campisano's recent promotion is the third he has received since joining the Deaconess in 1965 — just seven years ago. In 1967, he was named manager of service coordination; an area that had been under his supervision for two years; and in 1969 he became administrative assistant.

In 1965, Mr. Campisano graduated from Boston University with a bachelor of science degree. After four years of part-time graduate study, he was awarded a master's degree in business administration from Babson College.

The second promotion involves Mr. Pence, who as research business manager was responsible for the Cancer Research Institute, Shields Warren Radiation Laboratory, and the Tumor Diagnosis Service of the Harvard Cancer Commission and the Commonwealth. As assistant director, he will also be in charge of the NEDH Medical Office Building and will become the administrative representative to the laboratories.

Mr. Peter Campisano

Mr. Robert Pence

A 1950 graduate of Miami University, Oxford, Ohio, and a Fullbright Scholar, Mr. Pence came to the Deaconess after ten years of management experience at the Sloan-Kettering Institute for Cancer Research, New York City.

"We act as though comfort and luxury were the chief requirements of life, when all we need to make us really happy is something to be enthusiastic about."

Charles Kingsley

School of Nursing participates in largest known career conference

Over 30,000 students, Vietnam veterans and unemployed graduates flocked to the Sixth Annual Careers Exposition, January 7 and 8, at the Hynes Civic Auditorium, Prudential Center. In search of employment leads these young people had the opportunity to speak with representatives of some 150 institutions during the two-day conference.

The New England Deaconess Hospital School of Nursing was one of the educational institutions to participate in what is considered to have been the largest career counseling conference in the country. Miss Anne Howard, admissions counselor, was at the conference with NEDH nursing students to explain basic nursing skills and to distribute written information about the NEDH School of Nursing. The nursing students also demonstrated the application of a head bandage and the use of the double stethoscope. A demonstration doll was used to help with the explanation of leg traction.

Careers Exposition is sponsored annually by the Personnel Managers Club of the Greater Boston Chamber

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PROFILE: Miss Louise Seymour

Miss Louise Seymour

A vocation of service is epitomised in the dignified personality of Miss E. Louise Seymour, director of the medical record department. Maintaining the efficiency of one of the hospital's busiest departments provides Miss Seymour with constant professional challenges that she calmly and ably meets.

Skillful efficiency within her chosen field results from her formal education and the challenging jobs she has held. Miss Seymour attended Maryland College for Women for two years before deciding to study medical record science. In 1935 she graduated from the University of Pennsylvania School of Medical Record Science and began what she today claims is "36 years at this mad pace of trying to keep ahead of a continuous influx of records — but, with never a dull moment!"

For the first five years of her career, Miss Seymour worked in the medical record department of the Episcopal Hospital, Philadelphia. She then moved to Maryland where she joined the staff at South Baltimore General Hospital. Not only was she the sole person in the medical record "department," but she was also secretary to the director of the hospital.

A few years later, Miss Seymour became the medical record librarian at Group Health Association, an outpatient clinic in Washington, D. C. War-oriented activities were predominant in the nation's capital and a constant reminder of the war's impact on the world. Her move to Washington, D. C., and the exposure to the war subsequently changed Miss Seymour's life style for a short period of time.

A year before World War II ended, Miss Seymour joined the American Red Cross' oversea's program. She and four other Red Cross workers were assigned as a team to work in an Army tent hospital in France.

"I worked with all types of patients, wrapped purple heart medals for mailing, wrote letters home for some of the wounded men, talked with many of them, but most of all listened to them," Miss Seymour compassionately explains. "On my first assignment in France, I tried to teach a boy from the Kentucky mountains how to read. With some extra help from some of his buddies, he learned the basics."

At the hospital near St. Lo, France, Miss Seymour recalls planning parties and dances for the men: "For refreshments, we picked up doughnuts by the barrelful from a Red Cross Center. The doughnuts had been packed together while still hot, so when we returned to our recreation tent, we'd pry them apart — seeming to get as much dough under our fingernails as on the serving platters!"

After the tent hospital in France, Miss Seymour went to another hospital housed in a Belgium school that was receiving men from the front lines. She was then stationed in a tent hospital in Germany that "was so close to the front lines that we could hear gunfire. Every night we could tell time by the German reconnaissance plane, 'Bed-Check Charlie.'

"At my next assignment in Germany, we received patients who had been freed from concentration camps. One American-born French Countess had been in a concentration camp for so long that she weighed only 45 pounds when she reached us. She had been taken as a political prisoner for sheltering American aviators who had been shot down. The countess miraculously lived!"

At each field hospital where Miss Seymour worked, she was primarily responsible for securing, setting up and supplying a recreation tent for the soldiers. She made sure there were games and cards for them to play and occasionally was able to find a piano for the men's enjoyment.

Most of the time, Miss Seymour remained at the tent hospitals but would occasionally venture into the nearby towns or countryside on one of the trucks. At one camp she was given a car that had been left behind by one of the townspeople.

"I occasionally drove around in the car at night but was severely reprimanded because of the possibility of being captured by the enemy." When asked if the warnings eventually put a halt to her car trips, her eyes devilishly twinkled when she quipped, "And miss out on possible adventure? Of course not!"

In August 1945 when the war ended, Miss Seymour was stationed on France's West Coast at a "staging area" where the soldiers stopped for clearance on their way back to the United States. From this base, Miss Seymour appropriately returned to Washington, D. C. and her career following a gratifying and exciting experience.

The decision to remain in the nation's capital detemined Miss Seymour's next step. She became head of the medical record department at the Episcopal Eye and Ear Hospital, Washington, D. C. She worked there several months before joining a team of researchers with the U. S. Public Health Department.

This position involved travel throughout the Mid-West and New York State. The team studied group medical practice from the standpoint of medical staff, type of cases treated and administration. While on this working tour, Miss Seymour was offered a challenging position at Massachusetts General Hospital.

She joined the Boston hospital in 1946 as director of the medical record department and its medical record science school. At one time there were 97 people reporting to her in the department and, in the one-year educational program, classes varied in size from four to twelve students.

When Miss Seymour became medical record director of the Deaconess Hospital in August 1954, there were only ten people in the department. Today, there are 19 people manning the vital operation.

The increase in personnel in the medical record department is a result of the expansion of the hospital's bed capacity and the enlarged residency programs. Subsequent requests by the doctors for records pertinent to research projects and conferences have also increased.

In addition to increased personnel, the medical record department has undergone ten partial or complete departmental moves since Miss Seymour came to the Deaconess. The two most recent moves were to Deaconess 2 for a period of eight months while renovations were underway on Central 1. The same records plus eight months of new admission's records were moved back to the department's permanent Central 1 location in December 1971.

Physical expansion at the Deaconess not only influenced some of the departmental relocations, but also personally affected Miss Seymour. In 1968, jack hammers were operating outside her office window when suddenly some rubble plummeted through the glass. Fortunately, the office was empty at the moment and no one was hurt.

A week later, as two men were hoisted up the side of the building, their platform caught on Miss Seymour's protruding air conditioner and ripped it out of the window. Incidents of these types were rare at the hospital during the years of construction, but to offset the misfortunes that beset Miss Seymour and threatened her safety she was given a hard hat!

"They borrowed the hat back a couple of times when visitors were [redacted] the construction site and hard h[redacted] were at a premium," laughs Miss Seymour.

During her medical record career, Miss Seymour never limited her professional experiences to her specific place of employment. She served the American Medical Record Association in various capacities, including a year as its president in 1953. Although she is no longer active, she remains a member of the association. Miss Seymour is also a past president of the Eastern Massachusetts Medical

(Continued on page 5)

Co-workers bid Mr. Hiltz farewell

After 16½ years of employment, Mr. Albert H. Hiltz, sign painter, retired from the Deaconess Hospital. On December 30, 1971, his friends and co-workers gathered at 3:00 p.m. in the first floor maintenance shop to help him celebrate his pending retirement.

In behalf of the hospital, Mr. Hubert D. Sycamore, assistant director, presented him with financial gifts donated by his colleagues. Mr. Hiltz also received $25 from the Maintenance Benefit Fund that is built from a monthly $1 donation from everyone in the department. The fund is used for retirements, other various occasions and the Christmas party.

Miss Ellen D. Howland, assistant director and director of the NEDH School of Nursing, looks at the imitation palette given to Mr. Albert Hiltz, sign painter, at his retirement. Mr. Charles Schraub, chief pharmacist, and Mrs. Eve Schandelmayer, executive secretary in the maintenance and engineering department, converse in the background.

Mr. Hiltz entered the sign painting trade when he was 15 years old and pursued it as a full-time occupation after completing high school in Lynn, Massachusetts. He operated his own business for 30 years before joining the Deaconess.

During his leisure time, Mr. Hiltz has developed a talent for recognizing antiques. Considered by many to be an expert in the field, he frequently visits flea markets in search of discarded valuables. In the fall of 1971, he bought some old spoons selling for 15¢ each and found among them a Classic Revere spoon valued at $500.

Mr. Hiltz plans to pursue his hobby of antiques by occasionally helping his wife at the antique shop she owns. The shop is located in Lynn where the Hiltz's live with their three children.

Santa receives top billing:

Deaconess celebrates Yuletide with spirit

"Tis the season to be jolly!" proclaims the happy Christmas ditty. At the Deaconess, Christmas 1971 was filled with celebrations that day by day enhanced the holiday's joy. Parties and carol singing were the main ways in which the Deaconess family shared their anticipation and reverence for the season.

On December 9, the NEDH School of Nursing Glee Club performed Christmas carols for the listening pleasure of fellow students, parents and hospital employees. The concert took place in Joslin Auditorium at 8:00 p.m. and was followed by a reception at the Riverview Restaurant.

After an exciting Christmas Bazaar on December 4, the Friends of the Deaconess sponsored another holiday event for the benefit of visitors and employees at the hospital. On Sunday, December 12, the Friends served refreshments during the afternoon to all who passed through the cheerfully decorated Central lobby.

The annual director's tea hosted by Miss Ellen D. Howland, director of the NEDH School of Nursing and assistant director of the hospital, was held the afternoon of December 13. All decorations and most of the refreshments were prepared by Miss Howland and her mother. The open party was a delightful treat to all who attended it.

Employees turned to the community in an effort to share their joy for the season when, on December 15, a **Globe** Santa Box was placed in the employee cafeteria. Over $200 was contributed during the day and given to the Boston **Globe** for objective distribution within the community. The employees who planned the special collection were Miss JoAnn Hachmann, R.N. on Central 8, and Mr. Chris David, recovery room medic who filled in for Santa Claus during the day.

In a separate effort, the employees in maintenance and engineering contributed $70 to the **Globe** Santa. They decided to collect money from within

(Continued on page 6)

On December 9 at 8:00 p.m., the NEDH School of Nursing Glee Club performed its annual carol song fest in Joslin Auditorium.

Children of hospital employees enjoy a ride in Santa Claus' sleigh.

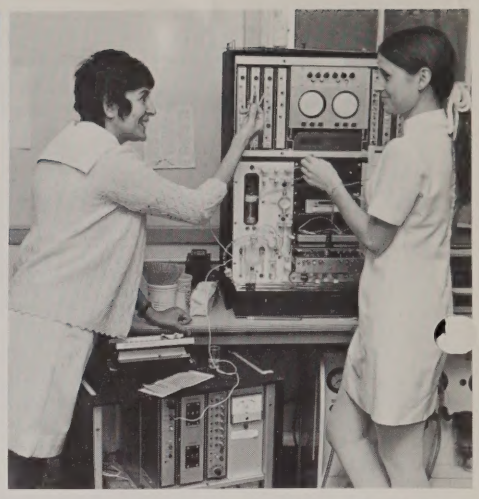
An employee's child and Santa Claus share the awe of the Christmas season at the annual employee Christmas party.

Throughout the hospital at Christmastime, many employees added cheer to their department or nursing station by putting up holiday decorations. On Palmer 3, Mr. Richard Perrin, unit manager, supervises some finishing touches on "snoopy's sleigh" as they are applied by Mrs. Trudy Colburn, G.N.A., and Mrs. Pam Smelstor, unit secretary.

Mrs. Kathleen Slattery, dietary supervisor, prepares to drop a donation into the GLOBE Santa Box while Santa Claus, alias Chris David from the recovery room, looks on approvingly.

Miss Rosemary Keeler, hostess on Central 10, arranges a bulb on the unit's Christmas tree while Mrs. Lorraine Jacobs, R.N., answers a telephone call.

Hematology – the study of blood and its components



Miss Patricia Tevanian, registered medical technologist (ASCP) and chief supervisor of the hematology laboratory, reviews with Miss Lucinda Hardy, registered medical technologist (ASCP), the method of checking voltage in the Coulter Counter Model S.

__Pulse__ initiated a series of articles about the NEDH Pathology Laboratory in November 1970. Anatomic pathology, which includes cytology, autopsy and surgical pathology, was the first pillar completed in this continuing article. The remaining articles deal exclusively with the clinical pathology pillar. Microbiology's sub-divisions – bacteriology, serology, parasitology, mycology and mycobacteriology – were the first of the basic building blocks of clinical pathology explained in the __Pulse__.

Hematology, the study of blood and its components, is the second division within the clinical pathology network to be discussed in this pathology series. The volume of patient samples received in this vital laboratory is surpassed only by the number of samples received in clinical chemistry. Its employees performed 90,525 procedures in 1970-1971.

Dr. Raymond F. Maguire, pathologist at the Deaconess since 1969, is in charge of the hematology laboratory which utilizes 26 employees, 22 of whom are medical technologists certified by the American Society of Clinical Pathologists. The orientation and laboratory training of all the hematology people enables them to process the various types of tests done in hematology and to detect abnormalities in the test results. Only the pathologists, with Dr. Maguire having the principal responsibility in hematology, are trained to interpret the test results and make a diagnosis.

Tests performed in hematology primarily involve the blood system but branch into certain types of urine examination, spinal fluid and folic acid analysis. Every hospitalized or out-patient at the Deaconess and each hospital employee has his blood analyzed by the hematology laboratory. Each blood sample is usually measured for hemoglobin content, hematocrit, leukocyte count and differential count. Further analysis can be performed on most of the blood samples.

Hemoglobin, the oxygen-carrying compound present in the red blood cells, is measured in grams per 100 milliliters of blood. Hematocrit, measured by spinning a blood sample, expresses the ratio of the volume of packed red cells to the volume of whole blood. If the test results reflect a decrease, this is indicative of anemia which is a manifestation of many diseases.

A total white-cell or leukocyte count is important since these blood cells are the ones that fight infection. An abnormality in the count is a manifestation of an infection or a possible bone marrow injury or abnormality.

The differential counts define the types of white cells in the blood. This microscopic examination of a stained blood smear determines if these cells are normal, abnormal, immature or mature. Abnormal white cells can be characterized by their size, shape, nuclear detail and granularity. If the white cells are found to be abnormal, this could be indicative of infectious mononucleosis, various viral diseases or the effects of certain types of medication.

The presence of immature white cells may also indicate leukemia. However, immaturity can be associated with diseases such as pneumonia or bacterial blood stream infections.

Platelet counts and red cell counts with red cell indices, coagulation procedures such as prothrombin times and partial thromboplastin times, clotting factor determinations, sickle cell preparations, folic acid measurements, cerebrospinal fluid and bone marrow examinations are performed in the hematology laboratory. In addition, numerous blood samples are examined for malaria parasites.

Red blood cell counts shows the number of erythrocytes per cubic millimeter of blood. If a low number of erythrocytes is noted, this indicates anemia, whereas, if a high number is noted, this is a manifestation of the possible overproduction of red cells by the bone marrow or dehydration of the patient.

Dr. Raymond F. Maguire, pathologist, glances over a laboratory chart while Miss Fontaine Velis, registered medical technologist (ASCP), tests blood coagulation on the Fibrometer.

Blood platelets are essential for the normal coagulation of blood or the prevention of hemorrhages from the small vessels. If the number of platelets is found to be below normal, therapy might include medication which can increase their production. In extreme cases when a hemorrhage is an imminent possibility, platelet transfusions are necessary. Platelet concentrates are routinely prepared in the NEDH Blood Bank.

The instrument known as the Coulter Counter Model S is capable of measuring the seven most commonly requested blood parameters in 40 seconds. Installed in the hematology laboratory in April 1970, the instrument reduces work time for the hematology employees who can then spend more time with manual tests and controls. All tests done by the Coulter Counter Model S continue to be done manually or are semi-automated in order to assure proficiency in these procedures if the "S" malfunctions.

Tests for coagulation deficiences are performed by a Fibrometer that is capable of electronically detecting clot formation. They are also performed manually by passing a wire loop through warm plasma (37°C) until a clot forms. Prothrombin times and partial thromboplastin times can be analyzed by these procedures.

Prothrombin times measures five of 12 clotting factors in the blood. Its results are used to monitor the administration of Coumadin, an oral medication given to anti-coagulate patients who are susceptible to forming thrombi. The partial thromboplastin time detects deficiencies in all but three of the clotting factors and offers an excellent screening device for coagulation defects when combined with prothrombin times. Both types of hemophilia, factor 8 and factor 9 deficiencies, can be detected by the partial thromboplastin time procedure.

The determination of individual clotting factors is done by modifications of the procedures for partial thromboplastin time and prothrombin time. The hematology laboratory recently investigated the clotting factors of Mr. Christmas who is the first known patient described with factor 9 deficiency. This form of hemophilia is named after him and is known as Christmas disease.

Special conditions must be created to determine the presence of various abnormal hemoglobins. For example, in order to detect sickle cells, the smear on the slide must have a decreased oxygen supply. This causes the round red cells to form a thin crescent or sickle shape – hence the name sickle cell.

Folic acid, required for normal red cell maturation, is measured for possible deficiencies that can produce peripheral blood changes. These may resemble pernicious anemia caused by a lack of vitamin B12.

When microscopically examining spinal fluid, the numbers and types of cells are enumerated. Although leukemic cells and other tumor cells can be found during this examination, the diseases most frequently under question are infections affecting the central nervous system. Other body fluids are also examined in hematology by cell counts and microscopic examination of the cells.

Bone marrow examinations are another common investigation in the hematology laboratory at NEDH. Samples of bone marrow are examined microscopically to evaluate the production of white cells, red cells and platelets. The maturity of the cells and amount of iron required for red cell production is also evaluated. Hematologists look for possible metastatic cancers and can follow the course of treated leukemia through consecutive bone marrow examinations. Overproduction of red cells, white cells and platelets could indicate hematologic disease, or may be a compensatory overproduction in the body's effort to fight disease, or the restoration of the amount of red cells to normal following hemorrhage.

In order to offer NEDH physicians the vital information from these analyses, the hematology laboratory operates on a 24-hour basis, seven days a week. It receives the greatest bulk of work from the early morning blood samples obtained from every patient floor. Daily routine blood samples are also drawn by the laboratory personnel at 9 a.m., 11 a.m., 2 p.m. and 4 p.m. If doctors' orders for all blood analyses are on each patient's chart before laboratory personnel go through the hospital for blood samples, the influx of work can be systematically defined and controlled.

Even with this efficient system of obtaining work, there are many days when the samples drawn at the four specific hours equal the number of samples received in the large morning work load. In addition to this work load, numerous emergency analysis requests are handled efficiently throughout the day and night by the hematology laboratory.

While it may appear that the tasks of hematology personnel are limited basically to hematology, the employees are also available to draw capillary blood samples for blood sugar determinations. Most of their time is spent at the Palmer 1 laboratory, but the personnel also rotate

(Continued on next page)

Miss Seymour . . . Continued from page 2

Record Association.

In 1959, Miss Seymour took a year's leave of absence from the Deaconess to act as medical record consultant to a hospital in Melbourne, Australia. During the year Miss Seymour had endless opportunities to get to know the Australian people.

"I found the Australians warm and friendly people. Their accents were as difficult for me to understand as mine was for them, but that was never a barrier to our communication. Australia is a comparatively new and very progressive country; I felt almost a part of their growth!" she exclaims.

Two years before taking the year's leave of absence from the Deaconess, Miss Seymour purchased a home in Saunderstown, Rhode Island. After returning to Boston from Australia, she began to spend more time redecorating and setting it up as a future permanent dwelling. Close to Narragansett Bay, the ranch cottage became her weekend summer home, but in the winter she rented it.

"I lived in an apartment in Brookline during the winters until 1966 when I decided it was ridiculous to maintain two residences," Miss Seymour frankly admits. "Now I commute to Boston, leaving home at 5 a.m. and arriving at the Deaconess around 6:30 a.m. If lucky, I leave the hospital around 3:30 p.m. The drive is excellent thinking time!"

Miss Seymour was born in Rhode Island. When she was six her family moved because her father, an Episcopal clergyman, was called to a church in Philadelphia, Pennsylvania. In 1946, her parents retired to Rhode Island, and of the six children in the Seymour family, two now live there.

During her leisure moments, which are too infrequent for her, Miss Seymour enjoys working in her patio garden or fixing up her home. She loves flowers and has a special interest in raising colorful combinations.

In her yard, Miss Seymour has placed four bird feeders. Watching a large variety of birds is a cheery pastime for Miss Seymour who uses five pounds of feed each week.

"The birds know exactly when to come for their feast. The feeders are filled every Saturday morning and just before noon the birds flock in for a meal," explains Miss Seymour. In addition to filling the four feeders, she tosses food into the evergreen trees so that the branches provide protection for the birds in bad weather.

Miss Seymour's concern with the world around her guides her life style and her interesting career. A woman of strong convictions, she does more than think of what should be done — she tries to follow through her concerns with responsible action.

Hematology . . . Continued from page 4

Miss Gail Constantine, secretary-receptionist for the hematology laboratory in 110 Francis Street, represents a new employee whose blood is being drawn by Mrs. Linda Harding, medical technician on rotation from the Palmer 1 laboratory.

through the hematology laboratory in the NEDH Medical Office Building. Some can also help with blood bank procedures, radioisotope testing or in parasitology as needed. In addition to the 22 medical technologists, there is usually one clinical pathology resident on rotation in the hematology laboratory.

Hematology personnel perform numerous quality control procedures daily and participate in proficiency surveys offered by the College of American Pathologists (CAP) and the Center for Disease Control (CDC). Quality control measurements ensure accurate and dependable results from the hematology laboratory analyses. Standards (materials of known purity) or normals (materials with values acceptable for healthy people) are used as controls in all laboratory procedures.

In different analyses, the CDC and CAP use the Deaconess Hematology as a reference—a laboratory that consistantly produces good or outstanding quality work. The CAP uses the Deaconess as a reference source for hemoglobin and hematocrit survey test results. The CDC considers the hematology laboratory at NEDH as a reference laboratory for the results of survey samples of hemoglobin, hematocrit, prothrombin time, and red and white cell counts.

Standard quality controls include a hemoglobin standard certified by the CAP, a commercially available whole blood sample for measurement of hemoglobin, red and white cells; commercially available material for prothrombin time, and standards for folic acid.

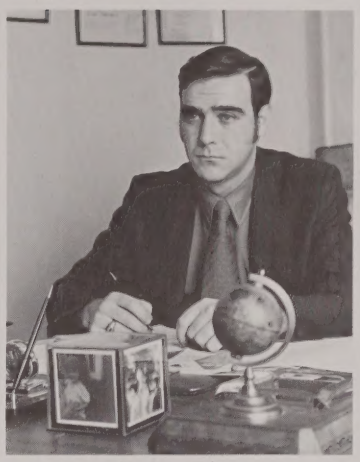
One normal blood sample for quality control measurement is exchanged daily among the laboratories of 110 Francis Street, NEDH, New England Baptist Hospital, and Harvard University Health Service. This is used for the measurement of hemoglobin, hematocrit, white and red cell counts. A healthy person's blood sample is also used as quality control for factor determination, partial thromboplastin time and prothrombin time.

Each month whole blood sample measurements at the hematology laboratories of the Deaconess and Baptist Hospitals, 110 Francis Street and Harvard University Health Service are statistically evaluated to determine if medically significant differences exist in the measurements made at these four laboratories.

Two of the participating laboratories are physically connected with the Deaconess Hospital. One, located on Palmer 1, services all hospitalized Deaconess patients. The other, located on the second floor of 110 Francis Street, is used for out-patients. Blood samples from new Deaconess employees and from patients of doctors officed at 110 Francis Street are all drawn in the second-floor laboratory.

Hematology is one of the six basic building blocks that create the pillar of clinical pathology. Its analytical procedures and results are vital to the proper care of every Deaconess patient and employee. As one specialty among many in the realm of pathology, hematology continually strives with all divisions of the laboratory of pathology to maintain good patient care at the Deaconess Hospital.

Mr. Dalton named assistant housekeeper



Mr. Peter Dalton

Mr. Peter Dalton, a supervisor in housekeeping since 1966, was named assistant to the executive housekeeper in early January. The position itself is new to housekeeping and is an attempt to spread the increased managerial responsibilities resulting from the completion of the Central addition.

When Mr. Dalton first came to the hospital, he supervised the housekeeping personnel and their tasks in the Deaconess building. Then, he assumed these same responsibilities within the Baker and Central buildings. After the Central addition opened, Mr. Dalton was given the responsibility for the entire 11-story building.

As asssitant housekeeper, Mr. Dalton will retain his direct jurisdiction over Central, but will spend more time with office procedures, salesmen interviews and product evaluation. His new responsibilities also involve the study of work systems within the department. Mr. Dalton will continue to work on special projects such as departmental moves.

A 1962 graduate of Brighton High School, Mr. Dalton spent four years in the U.S. Air Force at Fairchild Air Force Base, Washington, before joining the Deaconess Hospital. He is currently working toward a certification by the Executive Housekeeper's Association. Mr. Dalton lives in Brighton with his wife Glory and their daughter, Lisa.

Career conference . . .

Continued from page 1

of Commerce and the Boston **Herald Traveler**. The primary purpose of the exposition is guidance and counseling from professionals who are aware of the necessary preparations for careers and the prevailing labor market conditions. Recruitment purposely plays a secondary role in the two-day conference.

Wayward bus almost loses 901 Club members

As the bus meandered in a northerly direction, its occupants wondered whether or not they would reach their destination in Lynnfield, Mass., or end up in Maine! The 901 Club members were on their way to the Colonial Inn where dinner awaited them.

Arrival an hour late didn't hamper the spirit of the Deaconess employees and pensioners who met for their bi-yearly social evening. They delayed eating their roast beef dinner and proceeded with the social hour as planned!

The 901 Club is an organization formed to pay tribute to current and retired Deaconess employees who have served the hospital for 25 years or more. "901" originates from the total number of years its charter members had worked. At the first meting in the spring of 1967, 17 of 27 eligible employees were present. At the November 30th meeting this year 30 of 56 eligible employees were present.

After dinner Miss Helen Dolliver, former employee at the health clinic, showed slides and spoke about her trips to the Caribbean and the Virgin Islands. Officers of the 901 Club for this year are: Mr. Charles Schraub, president; Dr. William A. Meissner, president elect; and Miss Marjorie Pond, secretary.

The Deaconess Christmas spirit . . .

Continued from page 3

the department in lieu of sending Christmas greeting cards to each other this year.

Punches and egg nogs, cookies and candies, bells and corsages, and of course Santa Claus and his sleigh were the highlights of the employee Christmas party, December 22, in the cafeteria. A combo entertained with song and the afternoon skipped by at a merry pace for the happy party group. As the adults cheerfully exchanged greetings, some of the employees' children were busy talking to Santa Claus and whizzing around the cafeteria in his roomy sleigh.

Caroling by employees concluded the Deaconess Hospital's pre-Christmas celebrations on December 23. Assistant Chaplain Charles Kessler directed the assembled carolers for a complete concert in Central lobby and then led them in song on every nursing unit in the hospital. Preceding the early afternoon carol sing was a combo made up of employees and some employees' children. After practicing under the direction of Mr. Robert Spillane, medical record department, they played for the listening and toe-tapping pleasure of everyone who passed through Central lobby.

Christmas at the Deaconess Hospital is traditionally a happy spirited season. The events of Christmas 1971 confirmed the longevity of this tradition.

Administrators and department heads served refreshments to employees at the annual Christmas party in the cafeteria. Enjoying their turn with the ladle are Mr. Richard E. Lee, director; Miss Ellen D. Howland, assistant director and director of the nursing school, and Mr. R. D. Lowry, executive vice president.

Each Deaconess employee was given a box of candy at the December 22 Christmas party. In charge of the candy's distribution were Mr. Joseph Ippolito, purchasing manager, and Mr. Frank Tenore, security manager.

Santa Claus was the star attraction at the hospital Christmas party. In the above picture, he enjoys some conversation with Mr. R. D. Lowry, executive vice president, and Dr. Shields Warren, founder and past scientific director of the Cancer Research Institute.

Mr. Charles Kessler, assistant chaplain, and Miss Kay Waters, receptionist, admire a candy and sugar cube house created by Miss Kathy O'Kane, a part-time employee in the booking office.

New England Deaconess Hospital
185 Pilgrim Road
Boston, Massachusetts 02215

pulse

The New England Deaconess Hospital is a 500-bed complex consisting of the medical office building at One Ten Francis Street, Lahey and Overholt Thoracic Clinics, the Joslin Diabetes Foundation, Inc., the Cancer Research Institute and the Shields Warren Radiation Laboratory. The Deaconess is internationally known for diagnosis, treatment and research in general medicine, brain and chest surgery, cancer and diabetes.

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